

## Benson, Robert

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**From:** Dirks, Kim (TR Product) <kimberlee.dirks@thomsonreuters.com>  
**Sent:** Thursday, February 27, 2020 6:47 PM  
**To:** Benson, Robert  
**Cc:** Vesely, Rachel (Government)  
**Subject:** [EXTERNAL]Thomson Reuters Westlaw ACR  
**Attachments:** Thomson Reuters Westlaw Accessibility Conformance Report\_June2019.pdf

This is an EXTERNAL email. DO NOT CLICK LINKS or ATTACHMENTS in this email unless you recognize the sender.

Hello Robert,

Rachel passed along your request for an ACR to me, which we are happy to provide. (ACR = **Accessibility Conformance Report**, which is what empty VPAT form turns into after all the information is entered. More acronyms!) I've attached the most current ACR for Thomson Reuters Westlaw. If this isn't the correct product, please let me know. Of note: We use the [Section 508 version of the VPAT](#) form. That version of the form aligns with WCAG 2.0 (AA).

I also took a look at the form Rachel forwarded. We don't supply information about individual bugs/issues, but I can give you some more general information.

I think some of the questions are answered in our Notes on the ACR. In addition, we do have an [accessibility policy](#), which may answer some additional questions.

Finally, we do not have a remediation document to share with you. However, we did call out in the Notes section on page 1 that all issues noted have been logged and are being tracked. This means that we have an error management system we use to identify, assign, and track all accessibility-related bugs. We are working on many of the issues, although please do note that not all issues a user might encounter are due to the coding we used. For example, we have issues unique to IE11, and in fact nearly all of them correspond to bugs already logged against IE11. However, since Microsoft is not updating IE11, it is unlikely they will be resolved. As you may know, making a digital product accessible relies on browser, coding, assistive technology, and other factors all working together to create an environment free of barriers. Even when we have a perfectly coded component, it is possible that a particular browser does not support our coding. The result may be that a better experience is available in a different browser.

If you have additional questions, please let us know.

Warmly,

Kim

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**Kimberlee Dirks, JD**  
Pronouns: she/her

Sr. Accessibility Specialist

**Thomson Reuters**  
the answer company

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"Disability is never the barrier."

- Haben Girma

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